

<b>Indian Institute of Banking &amp; Finance, Mumbai</b>				
<b>Addendum to the RFP (REF NO: RFP-2024/25-IT-01) based on the pre-bid queries received during the pre-bid meeting held on 3rd August, 2024</b>				
<b>Sr.No.</b>	<b>Section Title and Clause Reference</b>	<b>Existing clause</b>	<b>Clause Modified as Under</b>	<b>IIBF Response</b>
1	13 a) Technical evaluation 3(ii)	(i) Past experience maximum points up to (20) (a) For minimum 10 years operations: up to 15 Points (b) Above 10 years operations: up to 20 Points (ii) Support/Reference(15) (a) Minimum 3 projects: up to 10 points (b) More than 3 projects :up to 15 points	(i) Past experience maximum points up to (20) (a) For minimum 10 years operations: up to 15 Points (b) Above 10 years operations: up to 20 Points (ii) Support/Reference(15) (a) Minimum 3 projects with value not less than 50 Lakh each : up to 10 points (b) More than 3 projects with value not less than 50 lakhs each :up to 15 points	RFP clause modified
2	26. Payment Schedule	1. Advance with award of contract 5%* 2. SRS/Functional Specification Document, Detailed Specification Document and prototype delivery 10%* 3. Sign-off of user acceptance testing after commencement of hosting entire project 75% 4. After one year of Performance warranty 10%	1. Advance with award of contract 10%* 2. SRS/Functional Specification Document, Detailed Specification Document and prototype delivery 10%* 3. Sign-off of user acceptance testing after commencement of hosting entire project 70% 4. After one year of Performance warranty 10%	RFP clause modified
3	11. Minimum eligibility criteria	d. The bidder should have executed at least three orders of similar nature/ value and preferably in multiple locations of Educational Institutes	d. The bidder should have executed at least three orders of similar nature and preferably in multiple locations of Educational Institutes	RFP clause modified
4	7.1 Scope of the Work:	Integration of a FinTech solution for financial transactions	Integration of fintech solution is not required. However, end-end reconciliation of all financial transactions should be taken care by the bidder	RFP clause modified

5	24. Penalty for interruption in the services:	In case if any disruption occurs in hosting and maintenance services for a continuous period of 8 hours, IIBF at its discretion may impose a penalty of Rs.100000/- per day till resumption of the services.	Tiered panalty System: 1. For every block of 2 hours of continuous disruption of any application/services/website: Rs.20,000 2. For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3. For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4. For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked	RFP clause modified. These Indicate total blocks of penalty clauses applicable.
6	Annexure IV <b>Penalty</b> Format of Service Agreement (Specimen)	a) In case of failure of all critical applications or any other services for a continuous period of 2 hours at any point in time a penalty of Rs. 20000/- shall be levied for such block of time period till restoration of such services.	Tiered panalty System: 1. For every block of 2 hours of continuous disruption of any application/services/website: Rs.20,000 2. For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3. For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4. For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked	RFP clause modified. These Indicate all blocks of penalty clauses.

7	Annexure IV <b>Penalty</b> Format of Service Agreement (Specimen)	b)In the event of disruption in the services for a continuous period of 8 hours, IIBF at its discretion can impose a penalty in the sum of Rs.100000/- per day till resumption of the services.	Tiered panalty System: 1.For every block of 2 hours disruption of any application/services/website: Rs.20,000 2.For continuous diruption of of 8 hours of any application/services/website: Rs.100,000 3.For continuous diruption of up to 48 hours of any application/services/website: Rs.10,00,000 4.For continuous diruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked	RFP clause modified. These Indicate all blocks of penalty clauses.
8	Annexure IV <b>Penalty</b> Format of Service Agreement (Specimen)	b)In the event of disruption in the services for a continuous period of 8 hours, IIBF at its discretion can impose a penalty in the sum of Rs.100000/- per day till resumption of the services.	Tiered panalty System: 1.For every block of 2 hours of continuous diruption of any application/services/website: Rs.20,000 2.For continuous diruption of of 8 hours of any application/services/website: Rs.100,000 3.For continuous diruption of up to 48 hours of any application/services/website: Rs.10,00,000 4.For continuous diruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked	RFP clause modified. These Indicate all blocks of penalty clauses.

9	24. Penalty for interruption in the services:	In case failure of registration of membership/examination or for any other services for a continuous period of 2 hours at any point in time, a penalty of Rs.20000 may be levied for such block of failure of registration till restoration of proper services.	Tiered panalty System: 1. For every block of 2 hours of continuous disruption of any application/services/website: Rs.20,000 2. For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3. For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4. For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked	RFP clause modified. These Indicate all blocks of penalty clauses.
10	24. Penalty for interruption in the services:	Notwithstanding any dispute/litigation between the service provider and the third party in connection with the arrangement/understanding for whatsoever reasons leading to disruption/deficiency/stoppage of hosting and maintenance services to IIBF for a continuous period of 48 hours; the service provider agrees without any demur to pay a penalty of Rs.25 Lakh (Rupees twenty five Lakh only) to IIBF.	Tiered panalty System: 1. For every block of 2 hours of continuous disruption of any application/services/website: Rs.20,000 2. For continuous disruption of of 8 hours of any application/services/website: Rs.100,000 3. For continuous disruption of up to 48 hours of any application/services/website: Rs.10,00,000 4. For continuous disruption of more than 48 hours of any application/services/website: Rs.25,00,000 and PBG may be invoked	RFP clause modified. These Indicate all blocks of penalty clauses.

11	Annexure – I Commercial Template	<p>Total Annual Maintenance Charges on turnkey basis(AMC):</p> <p>(i) Infrastructure setup Charges and Hosting, Managing and Maintaining the website, portal and back-end systems in a cloud environment on turnkey basis for 5 years:(including DR per year)</p> <p>(ii) Total Charges for Network connectivity (as mentioned under clause No 7.9)</p> <p>(iii) Total Charges for Managed Services (includes all the items mentioned under clause No 7.10):</p> <p>Note: for items 2(i),2(ii) and 2(iii) the vender has to provide unit wise price for each component/service for entire period of contract. Hosting charges shall be applicable after go live of the entire project</p>	<p>1. One time charges for design, development of new website, portal and back-end systems &amp; migration of existing data, content of website:</p> <p>2. Total Annual Maintenance Charges on turnkey basis(AMC):</p> <p>(i) Infrastructure setup Charges and Hosting, Managing and Maintaining the website, portal and back-end systems in a <b>Private</b> cloud environment and Regular Backups of entire systems on a turnkey basis for 5+2 years(Yearly basis):</p> <p>(ii) Total Charges for Network connectivity and Security for 5+2 Years (Yealy Basis) :</p> <p>(iii) Total Charges for Managed Hosting Services for 5+2 Years (Yealy Basis):</p> <p>3. Total Charges for Disaster Recovery (DR) Site with full DR drill Once in a Year for 5+2 Years (Yealy Basis) :</p> <p>4. Facility Management (FMS) Charges for Onsite dedicated support for Five experienced and qualified Resources for 5+2 Years (Per resource per calander month) :</p> <p>(a) Project Tech lead(1):</p> <p>(b) Fulstack developers(4nos.):</p> <p>Note: These resources will be engaged after deployment and go live of the project. The skill sets of the FMS team shall be managed by the bidder as per the requirements of the Institute from time to time.</p> <p>Note: Taxes shall be extra.</p>	Commercial template modified. Vendor to provide all commercials for private cloud only.

12	Annexure IV - 2.2	All payments as referred to hereinabove shall be payable within a period of 45 days from the date of receipt by the client and all delayed payments without any reason beyond such period may attract interest charge @ SBI base rate per month or the maximum rate permitted by applicable law, whichever is lower, unless the same is withheld for the reasons brought to the notice of the Service Provider.	All payments as referred to hereinabove shall be payable within a period of 45 days from the dates of receipt of the invoices by the Institute.	RFP Clause Modified
13	Annexure IV - 17.1 - Termination	Termination of the contract: Both the parties can terminate the contract by giving three months notice in writing: a. In the event of bidder choosing to terminate the contract the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary. b. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory and may invoke performance guarantee.	Termination of the contract: Both the parties can terminate the contract by giving three months notice in writing: a. In the event of bidder choosing to terminate the contract without serving the notice period, the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary. b. IIBF may at its discretion terminate the contract if the performance of the bidder not found suitable, IIBF has an option to terminate the contract.	RFP Clause Modified
14		10.Schedule of activities of Bidding: Last Date of submission of Proposal is 19th August 2024	10.Schedule of activities of Bidding: Last Date of submission of Proposal is 30th August 2024 by 3 PM	RFP Clause Modified
15	18. Terms and Conditions:	Post implementation of the website, portal, back-end systems, the bidder has to provide tech support services for 365 days	Post implementation of the website, portal, back-end systems, the bidder has to provide tech support services for entire period of contract.	RFP Clause Modified